As members of the Residence Life & Housing staff, Desk Attendants and Desk Managers are expected to present themselves in a way that is congruent with the mission, values and philosophies espoused by the department. These conditions of employment serve to guide the staff member and should not be seen as an exhaustive list. Staff members must display a commitment to resident student success, which includes out-of-classroom learning and engagement in the multitude of learning opportunities a residential campus provides. Staff members should exercise good judgment and adhere to the highest standards of professional ethics while serving as Residence Life & Housing employees.

Unless otherwise specified, these Conditions of Employment apply to all Desk Attendants and Desk Managers:

1. The student staff contract period is for one full academic year (August through May). The contract period begins at the reporting time and extends one working day beyond the final residence hall closing day. Winter session and Summer session shifts are available via appointment by the supervision team.

2. Employment contracts are not automatically renewed. Staff members must request and be granted a contract renewal each year. Contract renewal requests may be denied for several reasons including, but not limited to lack of satisfactory job performance, failure to fulfill job responsibilities, and/or renewal requests that compromise other Conditions of Employment, such as half-year reappointments.

3. Staff members will be evaluated on the performance in their position. This evaluation is based on a number of factors including, but not limited to self-assessment, peer feedback, and supervisor observation.

4. Desk Attendants and Desk Managers are required to participate in all training sessions. This includes pre-opening, mid-year, on-going training sessions, monthly staff meetings, and other development and training activities. Due to the fact that training sessions are often not reproducible, staff members are expected to attend all sessions and may not miss nor be excused from training sessions due to co-curricular involvement such as sports practice, band practice, etc. Please note that some meetings and training sessions will occur at night or on weekends. Desk staff are paid their hourly rate for all training sessions.

5. Desk Attendants and Desk Managers encounter sensitive and confidential student information through their job duties. Information about residents not expressly defined as public information by the University of Delaware cannot be shared through any means with any party outside of the Office of Residence Life & Housing, Division of Student Life, and UDPD administrative chain of authority unless authorized by Office of Residence Life & Housing professional staff. A confidentiality statement must be signed at the beginning of each year or at time of appointment. Breaches of student confidentiality are considered grounds for immediate employment action.

6. Desk Attendants and Desk Managers must comply with all rules and regulations issued by the US Postal Service and other parcel delivery services. Tampering with USPS mail or the intentional mishandling of packages are considered grounds for immediate employment action.

7. Desk Attendants and Desk Managers will present themselves and the Department of Residence Life & Housing in a positive and professional manner. This includes but is not limited to acting with integrity, using appropriate language, and treating all customers with care and concern.
8. Desk Attendants and Desk Manager will be issued staff shirts and name tags and must wear them when working at the desk. The visual appearance of the desk and staff is an important aspect of customer service and as such the attire of the desk staff must be neat, clean and appropriate for work.

9. Staff members should understand that they are viewed as representatives of the Office of Residence Life & Housing and the University of Delaware, yet they are not authorized to speak on behalf of the University or the Office in an official capacity. It is expected that student staff members do not use their position title when expressing views on any aspect of the University of Delaware to the media or in any written or on-line mediums.

10. Staff members are certainly allowed and encouraged to express disagreement to their supervisors in an appropriate manner when personal values, mission, and philosophies are not congruent with the Office of Residence Life & Housing and the University of Delaware. Discussion of this sort is considered beneficial and will be valued and appreciated. If student staff members ever feel that their concerns are not received appropriately, they should escalate these concerns to the Associate Director of Residence Life & Housing.

11. Positions are only open to students enrolled in the undergraduate or graduate colleges of the University of Delaware. All staff members must be fully matriculated in a degree granting program. Once degree requirements are met, eligibility for staff positions is discontinued. Continuing Education students are not eligible for employment.

12. Loss of full-time matriculated student status for any reason will result in the loss of the Residence Life & Housing position.

13. The demands placed on staff members by their academic and Residence Life & Housing responsibilities make the following limitations necessary:
   a. Staff members must maintain a normal credit load (12-17 credits for undergraduates, 6-12 credits for graduate students). Enrollment in winter term classes is not required for those working during winter term.
   b. Desk staff members must maintain a 2.0 cumulative GPA or higher. Failure to do so will result in probation or termination of the contract.
   c. Desk staff members must work a minimum of 10 hours a week and may not exceed 28 hours a week in student employment cumulatively throughout the University of Delaware.
   d. Members of sports teams, clubs, or other organizations that travel extensively may not be Desk Attendants or Desk Managers.

14. The University of Delaware is an educational institution. Therefore, the expression of a variety of viewpoints is encouraged. However, Residence Life & Housing staff members should refrain from using their position to promote a particular religious doctrine or partisan political viewpoint.

AN EQUAL OPPORTUNITY EMPLOYER - The University of Delaware is committed to assuring equal opportunity to all persons and does not discriminate on the basis of race, creed, color, gender, age, religion, national origin, veteran or disability status, or sexual orientation in its educational programs, activities, admissions, or employment practices as required by Title IX of the Educational Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes. The BOA Career Services Center at the University of Delaware will work solely with employers that abide by the University’s equal opportunity standards.